





Mayor's Action Center
Service Level Attainment Compliance
January 2013

Service Level Agreement	Target Performance		Current Performance			
Speed to Answer Calls	< :20					
Abandon Rate	< 5%					
Time on Call	< 2:30					
After Call Work	< :40					
Top 5 Service request	Animal (1,327)	Trash (1,075)	Aban Vehicle (312)	Chuckhole (274)	Zoning Violation (140)	